

ENTERPRISE INFORMATION SERVICES  
DUTY STATEMENT

<b>Section</b>	Enterprise Information Services (EIS)
<b>Unit</b>	IT Field Support Organization
<b>Position Number</b>	065-649-1312-002
<b>Classification</b>	Staff Information Systems Analyst
<b>Revised Date</b>	July 2016
<b>Location</b>	Desktop Advanced Research Team's (DART) Career Technical Education (CTE) Support Specialist

Under the general supervision of the EIS Systems Software Specialist II (Supervisor), the Staff Information Systems Analyst (SISA) shall act as a project leader for the Desktop Advanced Research Team's (DART) Career Technical Education (CTE) Support Specialist; works on complex information technology systems problems, and serves as the advanced technical specialist performing complex analytical studies and activities on complex information technology systems, projects and networks.

**Knowledge, Skills and Abilities:** The SISA must possess skills necessary to lead staff working on data processing concepts, practices, methods, principles, and accepted industry practices and standards. Because of the organization's complex environment and diverse user population, the incumbent must also possess a working knowledge of data communication protocols, and network configurations, an extensive knowledge of the organization's business enterprise and the ability to take into account the larger business perspective in proposing and designing information technology solutions, the roles and responsibility of oversight and regulatory agencies in assuring quality control and dependability, and have an ability to work independently in effectively securing resources and expertise through proper channels inside and outside the organization. The SISA is knowledgeable in customer business program areas, practices, and IT service requirements. The SISA possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives. The SISA possesses the ability to motivate, persuade and lead individuals or groups. The SISA must be able to work under pressure, speak, write and present effectively, and prepare effective reports.

**Essential Functions:** Overtime to be worked during the month, all efforts will be made to give advanced notice to accommodate schedule. Traveling will be required to local Parole Sites, Institutions, and other CDCR Offices within 50 miles and statewide. Statewide travel will require overnight stays during the week, all efforts will be made to give advanced notice to accommodate schedule. Lifting of equipment up to 50 pounds, using the approved lifting procedures; standing, walking, sitting, kneeling, reaching and squatting are required for this position.

**Complexity:** The breadth of the position includes customer support and technical liaison aspects of the job, the incumbent performs work that includes varied duties requiring many different and unrelated processes and methods applied to a broad range of activities and a substantial depth of analysis. The impact of these services indirectly affects all business areas utilizing the CDCR computing resources for their business processes. When considering service enhancements or additions, the SISA assists in identifying impacts, appropriate methodology, steps to proceed, and alternatives. The SISA must ensure the integration of multiple services occurs with the least amount of impact to customers and that problems are resolved quickly and effectively.

**Scope and Effect:** The SISA is responsible to provide support services which affect a significant number of program users, and inmates. The scope of the work involves planning and data security that are essential to the mission of the overall organization and/or affect a large number of CDCR business areas on a long-term basis. The SISA must work closely with the Enterprise Information Services (EIS) managers, other agencies, and contractors to provide clear and sound solutions for the organization.

**Personal Contact:** The SISA consults with external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of the most complex IT issues. This includes the operations, maintenance, installation and construction of information systems on a regular basis. There is regular contact with IT staff, management, and external entities to coordinate

problem resolution and ensure conformity of methods and practices. The SISA communicates effectively, both orally and in writing, with managers, peers, clients and customers at all levels.

**The actual duties of the SISA include, but are not limited to:**

**45% Project Support**

- Research, approve, develop, and secure software and devices, including tablets and other handheld device with wireless capability running Android, iOS, Windows, or other OS device specific variants, that enhances an online educational experience.
- As project leader you will participate in design standard acceptance activities.
- As project leader you will prepare/review status reports on assigned projects.
- Adhere to change control and configuration management processes.
- Participate in project team and other program area meetings to assess customer needs and program requirements.
- Communicates effectively, both orally and in writing, with managers, peers, clients and customers at all levels.
- Act as a technical advisor/consultant to other customers, IT staff, vendors and contractors; Develop and/or perform technical analysis of proposals.
- Determine impact of upgrades to existing systems and services.
- Perform evaluation and recommend approval/rejection of new systems and special purpose vendor supplied applications.
- Analyze, test, install special purpose vendor supplied software packages, operating systems and utility software upgrades and patches.
- Research, test and implement network/workstation configuration changes.
- Create, test, and implement user utilities to facilitate user administration, interaction, and processing.
- Participate in seminars, conferences, and conduct presentations.
- Document and set configuration standards and conventions.
- Develop, test, and implement/update standardized system images.
- Develop, test, and implement system and service policies, standards and procedures.
- Develop, test, and implement hardware installation procedures.
- Develop, test, and implement special purpose vendor supplied application software installation procedures.

**35% Project Management/Project Lead**

- Identify and apply requirements of oversight and regulatory agencies.
- Create, implement, and maintain policies, standards and operational procedures.
- As project leader will review plans, designs and system specifications.
- Create or review Change Control Board (CCB) requests to determine if the proposal is sound and ensure compliance.
- Compose and/or review communication alerts.
- As a project leader you will ensure that all stakeholders are in agreement regarding project plans, specifications, and requirements.
- As project leader you will make recommendations regarding incident management process improvements based on analysis of current process and service delivery targets.
- As project leader you will create and implement policies, standards, processes, and procedures.
- Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of CDCR staff including external service providers.
- Develop contingency plans.

- Cooperate with the third level of IT Support to troubleshoot and resolve problems encountered in the field.

**15% Methodologies and Standards**

- As project leader will develop methodologies and standards for systems development, implementation and maintenance.
- Systems research/problem solving.

**5% Other**

- Other duties as necessary.

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Employee's Signature

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Date

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Supervisor's Signature

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Date